

TOWN OF ADDISON
VOLUNTEER JOB DESCRIPTION

Date: February 2013

JOB TITLE/ASSIGNMENT: Receptionist - Visitor's Center

DEPARTMENT: Visitor's Services

CONTROLS AND SUMMARY: Assist the Visitor's Service staff with office duties of front desk.

ESSENTIAL JOB FUNCTIONS: Assist the Visitor's Service staff with office duties of front desk. Duties include greeting visitors, answering phones, answering questions about Addison, copying and filing.

OTHER JOB FUNCTIONS: Performs other duties as required.

MINIMUM QUALIFICATIONS: Age Requirement: 16 with supervision, otherwise 18 years +

Education – Applicable education needed to perform duties

Experience – Applicable experience needed to perform duties

Knowledge, Skills and Abilities – Ability to provide exemplary customer service and work as a team. Must be able to demonstrate patience and be able to work under pressure during peak times. Must be able to interface well with the public and wear a designated volunteer badge.

TRAINING: Training is usually conducted on the job.

ATTENDANCE REQUIREMENTS:

Time Commitment – Flexible hours working anytime Monday-Friday between the hours of 8:00 a.m. and 5:00 p.m. Hours will be determined by volunteer's availability and department needs.

PHYSICAL REQUIREMENTS: Must be able to sit or stand for periods of time. Will be required to dial the telephone and hold the receiver to converse with callers.

WORK REQUIREMENTS: Indoors in an office setting. Will be exposed to sensitive and confidential information.

All volunteers will need to complete a registration form, liability release form, a confidentiality agreement form and a background check form. All volunteers must successfully pass an application and background clearance process.

Volunteer Signature

Date

